



**MARYLAND STATE  
EMPLOYEE GUIDE TO  
OUTPLACEMENT SERVICES**  
(for employees separated from the payroll as a result of the  
July 30, 2003 meeting of the Board of Public Works)

**STATE OF MARYLAND**  
  
**MARYLAND DEPARTMENT OF  
BUDGET AND MANAGEMENT  
OFFICE OF PERSONNEL SERVICES  
AND BENEFITS**

**Robert L. Ehrlich, Jr.**  
**Governor**

**Michael S. Steele**  
**Lieutenant Governor**

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## UNEMPLOYMENT INSURANCE BENEFITS

The following information is general information about Unemployment Benefits. Each individual's situation is different. As a result, you are strongly encouraged to contact the appropriate Unemployment Office regarding your specific situation.

### **What Is Unemployment Insurance?**

Unemployment insurance is an employer funded insurance program providing monetary benefits to persons who are unemployed through no fault of their own, able to work, available for work, looking for full-time work, and willing to accept a job for which they are qualified. The money for unemployment insurance benefits comes from revenue paid by employers. No deductions are made from your paychecks to pay for unemployment insurance in Maryland.

### **How Do I File For Unemployment Insurance Benefits?**

Unemployment insurance business is conducted by telephone. Initial claims can be filed Monday through Friday from 8:00 a.m. to 3:00 p.m. by telephone, in English or Spanish, with the following claim centers:

<b><u>Location</u></b>	<b><u>Phone Number</u></b>	<b><u>Area Served</u></b>
Baltimore Metro South Claim Center	410-368-5300 1-877-293-4125 (toll free)	Baltimore City Anne Arundel County Howard County
College Park Claim Center	301-313-8000 1-877-293-4125 (toll free)	Calvert County Charles County Montgomery County Prince George's County St. Mary's County
Cumberland Claim Center	301-723-2000 1-877-293-4125 (toll free)	Allegany County Frederick County Garrett County Washington County
Salisbury Claim Center	410-334-6800 1-877-293-4125 (toll free)	Caroline County Dorchester County Kent County Queen Anne's County Somerset County Talbot County Wicomico County Worcester County

Towson Claim Center

410-853-1600

1-877-293-4125 (toll free)

Baltimore County

Carroll County

Cecil County

Harford County

Or, file online at: [www.mdunemployment.com](http://www.mdunemployment.com)

### **How Do I Know If I Am Eligible For Unemployment Insurance?**

Eligibility for unemployment insurance cannot be determined until you actually file a claim. To be monetarily eligible to receive unemployment insurance benefits you must have worked and had sufficient earnings during the “base period” and be separated from your employment through no fault of your own. The “base period” is a 12 month period made up of the first four quarters of the last five totally completed calendar quarters prior to the date you file your claim. For example, if you file your claim in:

#### **Month/Year**

#### **Your Base Period is the Prior**

January, February or March

October 1 to September 30

April, May or June

January 1 to December 31

July, August or September

April 1 to March 31

October, November or December

July 1 to June 30

Unemployment insurance benefits range from a weekly benefit amount (WBA) of \$25 per week to a WBA of \$310 per week. Your WBA is determined by your wages during your base period. Your claim is effective on the Sunday immediately prior to the date that you file for benefits, and remains in effect for one year. You can receive up to 26 weeks of total unemployment insurance benefits if you meet all the requirements of the Maryland Unemployment Insurance Law. During periods of extremely high unemployment, a special federally funded program may be in effect, which provides additional weeks of benefits.

You will receive a Determination of Monetary Eligibility in the mail that will list all of your base period employment, and the earnings that were reported by your employer as paid to you during this period. If any employer, or any wage amounts are incorrect, you must contact your claim center within 15 days and file a wage protest. After opening your claim you will be instructed how to file your continuing claims.

### **Am I Eligible For The Dependent’s Allowance Benefit?**

In addition to your WBA, you may be eligible for dependents’ allowances of \$8 per dependent child for up to 5 dependent children. The maximum benefit amount, including your dependents’ allowances, is \$310 per week. You are required to provide your dependents’ social security number to claim the dependents’ allowances.

### **What Are My Responsibilities As An Unemployment Insurance Claimant?**

After you file for unemployment insurance benefits you will receive a pamphlet, “What You Should Know About Unemployment Insurance in Maryland.” Read the pamphlet carefully to understand the requirements of the Maryland Unemployment Insurance Law. When you file for unemployment insurance benefits, you must:

- be able to work, available for work and make an active search for full-time work
- file timely bi-weekly claims
- report all wages earned each week, if any
- report all monies received (for example, vacation or severance, or pension payouts)
- be available and/or contact the Office of Unemployment Insurance when asked to do so
- report to the Maryland Job Service when required to do so
- accept suitable work as defined by law

### **Will My Accrued Severance Or Special Payments Affect My Unemployment Insurance?**

The law requires that you inform the Office of Unemployment Insurance if you have received, are receiving, or will receive, severance or special payments. When you are separated from your employment because your job has been abolished, any severance and/or bonus pay may be received at the same time as unemployment insurance benefits.

### **Will My Accrued Vacation Payments Affect My Unemployment Insurance?**

Vacation pay is not deductible from Unemployment Insurance benefits unless you are on a vacation shutdown with a definite return to work date.

### **What If I Receive A Pension?**

The law requires you to inform the Office of Unemployment Insurance if you have received a lump sum or monthly pension. These payouts may be deductible from your unemployment insurance benefits. The law requires you to report the effective date of any pension payments, even if the actual payments are received at a later date. You must also report any changes in your pension amount.

### **What About My Social Security Benefits?**

Social Security Benefits are not deductible from unemployment insurance benefits.

### **Can I File For Benefits If I Am Working Part-Time?**

If you are working all the hours that your employer has available for you and your gross pay is still less than your weekly benefit amount plus any dependent’s allowance, you may be eligible for partial benefits. However, you must still be able, available, and actively seeking full-time work. You cannot restrict yourself to part-time work and be eligible for benefits.

### **Are Unemployment Insurance Benefits Taxable?**

Yes. Any unemployment insurance benefits that you receive must be reported as part of your gross income for both State and Federal purposes. The Office of Unemployment Insurance will send you an IRS form 1099-G showing the total amount of unemployment insurance benefits paid to you during the previous year. You may choose to have either Maryland taxes or Federal taxes, both or neither, deducted from your unemployment insurance check.

### **What If I Have A Question About My Unemployment Insurance Claim?**

For specific information concerning your unemployment insurance claim, call the Claimant Information Service at:

Calling from the Baltimore area or out-of state  
410-949-0022  
410-767-2727 (TTY)

Calling from Maryland, but outside of the Baltimore area  
1-800-827-4839  
1-800-827-4400 (TTY)

### **Helpful Resources**

“What you Should Know About Unemployment Insurance In Maryland,” a publication of the Maryland Department of Labor, Licensing and Regulation.

[www.mdunemployment.com](http://www.mdunemployment.com) - to file online, and for FAQ's.

Auxiliary aids and services are available upon request to individuals with disabilities. These are general guidelines provided for informational purposes. Each individual's case and circumstances are different, and we encourage you to contact the appropriate Unemployment Office for specific questions regarding your personal unemployment benefits.

## **CONTINUING YOUR HEALTH BENEFITS COVERAGE**

If your questions are not answered below, please review your “2003 State of Maryland Summary of Health Benefits” booklet. If you do not have the Summary of Health Benefits booklet, you may find the booklet on our website at [www.dbm.maryland.gov](http://www.dbm.maryland.gov).

As a result of the four weeks of Administrative leave provided to you, you had subsidized coverage for which you made an employee contribution through August 31, 2003. You will not be required to make any payment contributions for the subsidized medical, prescription drug and dental coverage in effect from September 1, 2003 through November 30, 2003.

### **When does my health benefits coverage stop?**

Your benefits will remain in effect through November 30, 2003. You will receive the standard COBRA notice explaining your COBRA rights and that your benefits have been terminated. Your benefits will automatically be transferred to the Direct Pay COBRA System during the 3 months of your subsidized (medical, prescription drug and dental) coverage through November 30, 2003.

### **May I continue my health benefits?**

Yes. The Consolidated Omnibus Budget Reconciliation Act (COBRA) permits you to continue your coverage in the Health, Prescription Drug, Dental or Health Care Flexible Spending Account\*\* plans that you are enrolled in at the time of termination. COBRA allows you to continue the plans for up to 18 months after the day you are terminated. Please note that your 18-month COBRA period started on August 31, 2003. The 18-month period will expire on February 28, 2005, unless your COBRA coverage is terminated earlier for some reason. (See page 74 of the Summary of Health Benefits booklet for additional information.) During each Open Enrollment period (while you are in COBRA), you may change, cancel or enroll in other available plans.

\*\* Please note that if you continue your Health Care Flexible Spending Accounts, the payments made are post tax dollars and will **NOT** be added to the adjustment for tax purposes. The payments will extend your enrollment period for processing claims for reimbursements. This applies to Health Care Spending Accounts only, and not Child Care Spending Accounts. Refer to page 9 of this document for details related to reimbursement claims for Child Care Spending Accounts.

### **How do I sign up to continue my health benefits?**

You must complete the “COBRA/LAW/Contractual/Part-Time Enrollment” worksheet by February 1, 2004. You may obtain this form from your Agency Benefits Coordinator or from the Employee Benefits Division by calling our Customer Service Unit at (410) 767-4775, and selecting option 2.

### **Are the covered health benefits the same for the benefits plans I chose to continue?**

Yes. Your covered benefits are exactly the same for the benefit plans you select to continue.

**How much will my health benefits plans cost if I continue them?**

After November 30, 2003, you must pay 100% of the premiums plus a 2% administrative fee in order for coverage to continue. The State does not pay any portion of the premium. Please see the attached rate sheet for year 2003, which lists all the current premiums. You will receive a Year 2004 rate sheet in your Open Enrollment package for 2004. Open Enrollment packages will be mailed to you at the address on file with the Employee Benefits Division.

**How long do I have to make a decision about continuing my health benefits beyond November 30, 2003?**

You have 60 days from November 30, 2003 (February 1, 2004), to make an election to continue coverage beyond November 30, 2003. You elect to continue your COBRA coverage beyond November 30, 2003 by completing a COBRA Worksheet form and mailing the signed completed worksheet to the address below.

**Where do I send my payment if I continue my coverage beyond November 30, 2003?**

After you have elected your benefits and sent in the health benefits enrollment worksheet, the Department of Budget and Management, Division of Employee Benefits, will bill you. You will receive a letter and coupons to pay your benefit premiums. You **must** attach the coupon with the payment and mail it to:

**State of Maryland  
Employee Benefits Division  
P.O. Box 1516  
Baltimore, Maryland 21203**

**When will my premium payments be due?**

For the initial premium, you have a 45-day grace period from the date on which you send in your election to continue coverage beyond November 30, 2003. The initial premium payment must cover all missing premiums. After the initial premium, your payment(s) will be due on the first of the month with a 30-day grace period. Please note that the grace periods are for premium payments; claims payments may be denied until the premium payment is received. Therefore, the plans you selected may not pay claims until the premium for the month in which the claims occurred is paid.

**Failure to pay timely premium payments will result in the loss of COBRA coverage.**

**Please Note:** You will receive a letter and coupons for September, October and November stating that payment has been made for continuation of your medical, prescription drug and dental coverage. You are not responsible for payment of these coupons.



**If I continue my health benefits coverage, where do I call if I have questions?**

If you have questions about your benefits, you may contact your Agency Benefits Coordinator or call the Employee Benefits Division at:

(410) 767-4775 option 2 (Baltimore-Washington metropolitan area), or  
(800) 30-STATE (Outside the Baltimore-Washington metropolitan area).

If you have specific questions regarding claims or benefits, please call your health care provider directly. Telephone numbers are listed on the back cover of your Year 2003 Summary of Health Benefits booklet.

**When I get another job, may I continue my State benefits if my new job does not allow me to have benefits for a certain time period?**

Yes. You may continue your State benefits under COBRA for up to 18 months from August 31, 2003, if you get a new job that has a waiting period or will not cover a pre-existing condition.

**I have a Health Care Spending Account for the current year. May I continue to submit reimbursement claims to my Spending Account?**

Yes. You may submit requests for reimbursement from your Health Care or Child Care Spending Accounts through April 15<sup>th</sup> of the year following your termination from employment as long as your receipts show that you received the service during the time period in which you were actively participating in the Health Care Spending Account. In order to extend the period of time during which you participate in the Health Care Spending Account, you must forward your contributions to the account.

**May I continue my life insurance benefits with The Standard Insurance Company?**

You may not continue in the State group plan with The Standard Insurance Company. However, you may convert to an individual non-group policy within 30 days from the end of Administrative Leave, August 31, 2003. For more information about converting to a non-group policy with The Standard Insurance Company, call their Customer Service department at (888) 246-9002.

If you are planning to retire at the end of the Administrative Leave and wish to continue your Life Insurance as a retiree, please call the Employee Benefits Division at (410) 767-4775, option 4.

**May I continue my Personal Accident and Dismemberment insurance coverage with Metropolitan Life?**

You may not continue in the State group plan with Metropolitan Life. However, you may convert to an individual non-group policy within 30 days from the end of your Administrative Leave, August 31, 2003. For more information about converting to a non-group policy with Metropolitan Life, call their Customer Service department at (888) 842-2757.

### **May I continue my Long Term Care insurance coverage with Unum Life Insurance Company?**

You may not continue in the State group plan with the Unum Life Insurance Company. However, you may convert to an individual non-group policy within 30 days from the end of your Administrative Leave, August 31, 2003. For more information about converting to a non-group policy with Unum Life Insurance, call their Customer Service department (800) 227-4165.

### **What happens to my health benefits if I am eligible to retire September 1, 2003 and decide to retire?**

You need to submit a Retiree Enrollment worksheet to the Employee Benefits Division, by calling the Employee Benefits Division at 410-767-4775, option 2.

The form for retiree health benefits will be processed as soon as the retirement record is made available by the Maryland State Retirement Agency. Any deductions taken for the months of September, October or November will be refunded to you by a separate check.

### **What if I am vested but not eligible to retire September 1, 2003?**

Your retirement is considered as a “deferred retirement.” After your COBRA benefits, as described above, have expired, you will be eligible for health benefits when you start to receive your retirement allowance, provided the following conditions are met:

1. You have 16 years of creditable service: or
2. You left State service within 5 years of normal retirement age and with at least 10 years of creditable service.

STATE OF MARYLAND  
 COBRA \*\*/LAW/CONTRACTUAL/ PART-TIME ENROLLEES  
**EFFECTIVE 01/01/2003**  
 MONTHLY PREMIUM SCHEDULE – STATE GROUP BENEFITS PROGRAM

**PPO Health Plans**

**CAREFIRST BCBS**

**MAMSI – MLH EAGLE**

Individual	316.42	325.62
Individual & Child	569.54	586.13
Individual & Spouse	569.54	586.13
Individual & two or more	791.08	814.12

**POS Health Plans**

**AETNA US HEALTHCARE**

**CAREFIRST BCBS**

**MDIPA**

Individual	233.48	255.57	246.16
Individual & Child	420.27	460.03	443.08
Individual & Spouse	420.27	460.03	443.08
Individual & two or more	583.72	638.95	615.43

**HMO Health Plans**

**BLUE CHOICE**

**KAISER**

**OPTIMUM CHOICE**

Individual	225.32	210.52	211.64
Individual & Child	472.87	421.04	440.17
Individual & Spouse	472.87	421.04	440.17
Individual & two or more	585.83	527.32	524.83

**OTHER PLANS**

**Dental**

**United Concordia**

**Dental Benefits**

	<b><u>HMO</u></b>	<b><u>POS</u></b>	<b><u>Providers</u></b>
Individual	13.00	17.54	13.63
Individual & Child	22.62	30.52	27.24
Individual & Spouse	26.00	35.37	29.97
Individual & two or more	36.57	49.30	47.69

**Accidental Death & Dismemberment**

**Prescription Drug**

	<b><u>Individual Only</u></b>	<b><u>Family</u></b>		
\$100,000	1.80	3.30	Individual	160.33
\$200,000	3.60	6.60	Individual & Child	213.07
\$300,000	5.40	9.90	Individual & Spouse	266.09
			Individual & two or more	320.64

LIFE RATES CAN BE FOUND IN BENEFITS BOOKLET

**\*\* COBRA ENROLLEES NEED TO ADD 2% FOR PROCESSING FEE.**

## **OTHER ASSISTANCE**

### **MARYLAND STATE EMPLOYEES CREDIT UNION**

#### **What if I have an outstanding loan with the Credit Union and cannot make my payments?**

Call the Credit Union Accounts Receivable Department at 1-800-TRY-SECU for assistance.

## **OTHER COMPENSATION**

#### **Am I entitled to be compensated for unused leave?**

***Annual Leave:*** You will receive compensation for all annual leave hours you earned and did not use this calendar year, and up to 50 days of annual leave you may have carried over from the previous year.

***Compensatory Leave:*** Upon separation from State service, a cash overtime eligible employee will be paid for all accrued compensatory time earned in lieu of cash. Other employees are entitled to compensation for up to a maximum of two working days. Individuals should contact their agency personnel officer to discuss their personal situation.

***Personal Leave:*** There is no compensation for unused personal leave.

***Sick Leave:*** If you return to State employment within the three year reinstatement period, your sick leave balance will be restored.

# IDENTIFYING FUTURE EMPLOYMENT OPPORTUNITIES WITH THE STATE

## Do I have reinstatement rights?

### **Separated Skilled Service or Professional Service Employees**

As an employee in the skilled and professional service who is separated from State Service as a result of discontinuance of appropriation in the State budget for the position, you are entitled to the same reinstatement rights as a laid-off employee.

All former non-temporary employees will receive credit for the time employed before separation for the purpose of determining your step in the pay grade, rate of annual leave accrual, and seniority rights when they return to State employment within three years from their last day of State employment.

Upon request, you will be placed on the eligible list as a “reinstatement – laid-off/separated” candidate: (1) for the classification from which you were separated; (2) to any lower classification(s) in the same job series; and (3) to any comparable classification(s) in the same salary grade or lower, for which you have been certified as eligible, based upon possession of the required minimum qualifications. Comparable classifications are determined by the Department of Budget and Management, Office of Personnel Services and Benefits (OPSB).

Skilled and Professional Service employees who have been separated receive priority consideration for reinstatement and are placed on the appropriate eligible list(s) as Reinstatement – Laid-off/Separated candidates. Separated employees receive seniority points, which determine placement on the eligible list. Placement on eligible lists as a Reinstatement – Laid-off/Separated candidate certifies that the separated employee is eligible for consideration. It does not guarantee re-employment. **It is very important that you effectively promote your qualifications to prospective State employers in consideration for future employment opportunities.** Please be sure to use the available State resources to increase your likelihood of a successful placement.

Any separated employee may also request to be placed on eligible lists as a “regular” reinstatement for previously held classifications. With this type of placement on the eligible list, you do not receive the designation of having seniority points, nor does it provide you with priority consideration for re-employment. However, it is an additional tool available to help increase your opportunities for consideration. The required request form can be obtained by calling (410) 767-4850, or by visiting the Maryland State Employment Center at 300 West Preston Street, Baltimore, Maryland.

### **Management Service, Executive Service and Special Appointees**

Employees in the management service (MS), executive service (ES), and special appointees (SA) do not have priority reinstatement rights. However, MS, ES and SA employees who have previously held skilled or professional service (non-special appointment) positions may submit a request to OPSB for “regular” reinstatement to a classification previously held.

## **What are my employment possibilities with the State now that I have been separated?**

Laid-off or separated employees may call, write or visit the Department of Budget & Management, Office of Personnel Services and Benefits, Maryland State Employment Center for assistance in identifying employment opportunities. The Maryland State Employment Center is located at 300 West Preston Street, First Floor, Baltimore, Maryland 21201. The telephone number is 410-767-4850, or the toll free number is 1-800-705-3493. TTY users may call the Maryland Relay Service at 1-800-735-2258, dial 7-1-1. Visit the center between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday, excluding holidays. Access DBM online at [www.dbm.maryland.gov](http://www.dbm.maryland.gov).

### **Workshops**

The Maryland State Employment Center offers free informational workshops. These workshops have been expanded to include helpful information for those employees who have been separated. For further information on the workshops, please call or visit the Maryland State Employment Center, or visit our website at [www.dbm.maryland.gov](http://www.dbm.maryland.gov).

### **Employment & Career Advisory Service**

The Maryland State Employment Center offers an employment and career advisory service. This service is also available to individuals who, as a result of separation or pending separation, are interested in finding alternative employment in Maryland State government. Individuals will meet with Recruitment and Examination Division staff for assistance in identifying positions for which they may qualify for the purpose of transfer and/or reinstatement. Individuals will also be informed of other positions for which they should apply for to get on eligible lists. Services are available by appointment only. To schedule an appointment, please call the Maryland State Employment Center. A State application or resume should be completed and brought to the appointment.

### **Internet Sessions**

On Thursdays, from 9:00 A.M. – 12:00 P.M., you may use the computers in the Maryland State Employment Center to access the Internet. You will be able to visit the State Jobs web page for current information on job opportunities with Maryland State government. Staff will assist you in navigating through the website and linking to the websites of other State agencies for the purpose of career exploration.

## **How do I find out about examination announcements?**

Job bulletins are posted in every Job Service/Unemployment Office, as well as branch libraries and Circuit Courts, located throughout Maryland. To learn about current recruitments, you may visit the Maryland State Employment Center, call the recorded job information line at 410-767-4850, or visit our website at [www.dbm.maryland.gov](http://www.dbm.maryland.gov).

## **JOB SEARCH ASSISTANCE**

### **What other kinds of job search assistance is available to me?**

You may be asking yourself a variety of questions . . .

- **WHO** is going to hire me?
- **WHAT** do I need to know to properly approach a job interview?
- **WHERE** can I develop other job skills that fit the needs of employers?
- **WHEN** can I utilize services that might be available?
- **HOW** do I prepare a resume?

The answers to these questions are available from the Department of Labor, Licensing and Regulation's (DLLR) local Job Services. The Maryland Job Service offers a variety of resources that will assist job seekers in their search for gainful employment. They provide job seekers with virtually unlimited resources of employment opportunities through their 23 Maryland Job Service CareerNet One-Stop Centers and many Workforce Investment Act partner agencies across the state. Each of the Job Services Offices has what is called a CareerNet site, which is an Internet based program that links our state with every other state in the country. Included in these linkages is the America's Job Bank (AJB), which allows a job seeker to create and submit resumes to potential employers throughout the country. In addition to the job search function, CareerNet offers several links to other job sites: state sites, employer sites and private agencies.

## **MARYLAND JOB SERVICE CAREERNET ONE-STOP CENTERS**

For job seekers, the Maryland Job Service CareerNet One-Stop Centers are nationally recognized leaders for using state-of-the-art technologies to match people with jobs and jobs with people. Maryland Job Service has resource areas equipped with Internet access, and a variety of job search resource materials. They also provide audiovisual libraries, free faxing, copying and telephone services for job search. Auxiliary aids and services are available upon request to individuals with disabilities.

The Maryland Job Service CareerNet One-Stop Centers partner with other State agencies, local service areas, businesses, community colleges, and local governments to make employment information and opportunities a “One-Stop” effort. All of the automated services can be accessed on the Internet at [www.careernet.state.md.us](http://www.careernet.state.md.us).

The following services to meet your employment needs are provided at no cost to you:

- Access the largest single source of computerized listings of public and private job openings in Maryland and throughout the country.
- Use Maryland’s largest resume job-matching database
- Register and search “America’s Job Bank” for jobs of interest in your local area or across the nation
- Look for a job; post, update and maintain your resume on the Internet in America’s Talent Bank
- Explore information about training and educational opportunities or information about apprenticeships and financial aid programs
- Access Federal, State and County listings
- Computer workstations with word processing and resume software to prepare resumes and cover letters
- Job referral and placement services
- A variety of job search workshops that include . . .
  - Successful Job Search Strategies
  - Interviewing Skills
  - Resume Preparation
  - Labor Market Information: reliable and up-to-date information on job qualifications, occupation trends, wages and industry projects
- Toll-free touchtone phone access to the Job Service Hotline  
410-949-0020 (from Baltimore)  
1-800-765-8692 (toll free outside Baltimore)



# MARYLAND JOB SERVICE CAREERNET ONE-STOP CENTERS

Maryland Job Service CareerNet One-Stop Centers are changing to meet your changing needs, so please call ahead to be certain of locations, hours and special programs.

## **Anne Arundel County**

George M. Taylor District Court  
Multi-Service Center  
7500 Ritchie Highway  
Suite 307  
Glen Burnie, MD 21061  
Phone: 443-572-0352  
Fax: 410-508-2333

Anne Arundel Workforce  
Development Corporation  
877 Baltimore-Annapolis  
Boulevard, Suite 360  
Severna Park, MD 21146  
Phone: 410-315-8873

Job Center  
80 West Street  
Annapolis, MD 21401  
Phone: 410-269-4564

Anne Arundel Community  
College  
Student Services Building  
Room 124  
101 College Parkway  
Arnold, MD 21012  
Phone: 410-777-2764

## **Baltimore County**

7930 Eastern Boulevard  
Baltimore, MD 21224  
Phone: 410-288-9050  
Fax: 410-288-9260

Baltimore County  
Workforce Development  
Resource Center  
27 Mellor Avenue  
Catonsville, MD 21228  
Phone: 410-887-0940  
Fax: 410-887-1034

Reemployment Assistance  
Center  
Dulaney Center II  
901 Dulaney Valley Road  
Suite 100  
Towson, MD 21204  
Phone: 410-887-4400  
Fax: 410-887-4401

## **BALTIMORE CITY**

1100 N. Eutaw Street  
Room 101  
Baltimore, MD 21201  
Phone: 410-767-2148  
TTY: 410-767-2117  
Fax: 410-333-7858

2707 Sethlow Road  
Baltimore, MD 21225  
Phone: 410-355-6751

Eastside Career Center  
3001 E. Madison Street  
Baltimore, MD 21205  
Phone: 410-396-9030

Northwest Career Center  
Mondawmin Mall, Metro Plaza  
2401 Liberty Heights Avenue  
Suite 302  
Baltimore, MD 21215  
Phone: 410-523-1060

Southwest Career Center  
201 S. Arlington Avenue  
Baltimore, MD 21223  
Phone: 410-396-3670

## **Frederick County**

5340 Spectrum Drive  
Suite A  
Frederick, MD 21703  
Phone: 301-694-2180  
Fax: 301-694-1916

## **Lower Shore**

SOMERSET COUNTY  
30415 Mt. Vernon Road  
Princess Anne, MD 21853  
Phone: 410-677-4261  
TTY: 410-651-0146  
Fax: 410-651-1289

WICOMICO COUNTY  
917 Mount Hermon Road  
Suite 1  
Salisbury, MD 21804-5105  
Phone: 410-341-8533  
Fax: 410-334-3454

WORCESTER COUNTY  
12102 Ocean Gateway, Unit 4  
Ocean City, MD 21842  
Phone: 410-213-7520  
TTY: 410-213-7813  
Fax: 410-213-7845

## **MID-MARYLAND**

CARROLL COUNTY  
125 Airport Drive, Suite 10  
Westminster, MD 21157  
Phone: 410-848-9691  
Fax: 410-876-0964

HOWARD COUNTY  
7060 Oakland Mills Road  
Columbia, MD 21046  
Phone: 410-312-5760  
Fax: 410-312-5761

Professional Outplacement  
Assistance Center  
7060 Oakland Mills Road  
Columbia, MD 21046  
Phone: 410-312-5090  
Fax: 410-312-5091

## **MONTGOMERY COUNTY**

Montgomery Works  
Westfield Shopping Center  
(formerly Wheaton Plaza)  
South Office Building  
Wheaton, MD 20902  
Phone: 301-929-4350, ext. 241  
Fax: 301-933-0749

(Thursday Only)  
Montgomery Works  
Lakeforest Mall, 2<sup>nd</sup> Floor  
701 Russell Avenue, Suite E205  
Gaithersburg, MD 20877  
Phone: 310-519-8253  
Fax: 301-519-8259

## **PRINCE GEORGE'S COUNTY**

1802 Brightseat Road  
Landover, MD 20785  
Phone: 301-386-0701  
Fax: 301-386-5533

Employment Service  
Business Resource Center  
312 Marshall Avenue  
Suite 504  
Laurel, MD 20707  
Phone: 301-362-9708  
Fax: 301-362-9719

## **SOUTHERN MARYLAND**

CALVERT COUNTY  
Louis L. Goldstein Multi-  
Purpose Center  
200 Duke Street, Room 1400  
Prince Frederick, MD 20678  
Phone: 410-535-8815  
D.C. Line: 301-855-9265  
Fax: 301-855-1961

CHARLES COUNTY  
175 Post Office Road  
P.O. Box 9  
Waldorf, MD 20604  
Phone: 301-645-8712  
Fax: 301-645-8713

SAINT MARY'S COUNTY  
The Joseph D. Carter  
Multi-Service Center  
23110 Leonard Hall Drive  
P.O. Box 282  
Leonardtown, MD 20650  
Phone: 301-475-8300  
Fax: 301-475-4106

## **SUSQUEHANNA REGION**

HARFORD COUNTY  
2 South Bond Street  
Bel Air, MD 21014  
Phone: 410-836-4603  
Fax: 410-836-4640

CECIL COUNTY  
1275 West Pulaski Highway  
Elkton, MD 21921  
Phone: 410-996-0550  
Fax: 410-996-0555

TTY USERS, CALL VIA  
THE MARYLAND  
RELAY SERVICE  
800-735-2258

## **UPPER SHORE**

CAROLINE COUNTY  
D.L.L.R. Denton Caroline  
County Career Center  
300 Market Street, Suite 201  
Denton, MD 21629  
Phone: 410-479-5765  
Fax: 410-479-5762

## **DORCHESTER COUNTY**

627A Race Street  
Cambridge, MD 21613  
Phone: 410-901-4250  
Fax: 410-221-1817

## **KENT COUNTY**

126 Philosophers Terrace  
Chestertown, MD 21620  
Phone: 410-778-3525  
Fax: 410-778-3527

## **QUEEN ANNE'S COUNTY**

DLR Economic Development  
Center, Room 20  
P.O. Box 8  
Wye Mills, MD 21679  
Phone: 410-822-5400 ext. 272  
Fax: 410-827-5874

## **TALBOT COUNTY**

Bay Street Plaza  
301 Bay Street, Suite 301  
Easton, MD 21601  
Phone: 410-822-3030  
Fax: 410-820-9966

## **WESTERN MARYLAND**

ALLEGANY COUNTY  
239 North Mechanic Street  
Cumberland, MD 21502  
Phone: 301-784-1700  
Fax: 301-784-1702

## **GARRETT COUNTY**

221 South Third Street  
Oakland, MD 21550  
Phone: 301-334-3972  
Fax: 301-334-2106

## **WASHINGTON COUNTY**

14 N. Potomac Street  
Suite 100  
Hagerstown, MD 21740  
Phone: 301-393-8200  
Fax: 301-791-4673

## **ADMINISTRATIVE OFFICE**

Department of Labor,  
Licensing and Regulation  
Office of Employment Services  
1100 N. Eutaw Street, Room 209  
Baltimore, MD 21201  
Phone: 410-767-2173  
Fax: 410-767-2010

## **CAREER NET**

[www.careernet.state.md.us](http://www.careernet.state.md.us)

## **Workforce Investment Act (WIA) Services**

Any individual who loses their job or has received notice that they will lose their job, as part of a plant closure or substantial mass layoff, is considered to be a "dislocated worker." Title I of the Federal Workforce Investment Act (WIA) extends a wide range of services to the dislocated worker.

In Maryland, there is an extensive network of service providers in place to assist the dislocated worker during their transition. Maryland's Dislocated Worker Unit works closely with this network, which includes the Department of Labor, Licensing, and Regulation (DLLR) Employment Service local offices and One-Stop offices to facilitate and ensure timely and effective service provision.

The WIA Dislocated Worker legislation recommends early intervention on behalf of the worker. In an ideal situation, service provision is initiated before the employee's last day of work. Orientation sessions are held on-site to inform workers of the range of services and where, when and how to access those services. The successful transition usually finds the worker taking prompt advantage of these services, often relying on the unemployment insurance system for financial support while receiving program services.

Under WIA, services are provided through three components of Core, Intensive, and Training. Core services are made available to all job seekers through universal access to the One-Stop Centers.

### **Core Services**

Most core services are focused through the self-service operation of the One-Stop. The core service component provides tools to assist the job seeker make an effective job search.

~ *Core Services* ~  
Eligibility Determination  
Outreach/Intake  
Assessment  
Career Training Information  
Job Search/Placement (Career Counseling)  
Labor Market Information

## **Intensive Services**

Intensive services are provided through direct interaction with One-Stop staff. The intensive services tier is geared to provide more in-depth job search and career management assistance to eligible adults and dislocated workers.

### *~ Intensive Services ~*

- Comprehensive & Specialized Assessment
- Diagnostic Testing
- Employment Barrier Evaluation
- Individual Employment Planning & Counseling
  - Career Planning
  - Case Management
  - Pre-vocational services
  - Out-of-area Job Search
  - Relocation
- Educational Remediation
  - Internship
  - Work Experience

## **Training Services**

Training services are provided through a cooperative planning process between eligible customers and One-Stop staff. Eligible adults and dislocated workers needing training services will have access to training provider information for making an informed training choice. Certificate programs approved through individual training accounts are the largest segment of training services.

### *~ Training Services ~*

- Occupational skills
- On-the-Job Training (OJT)
- Cooperative programs (workplace & instruction)
  - Upgrade skills training
  - Entrepreneurial
  - Job readiness
  - Customized

**Professional Outplacement Assistance Center (POAC)**  
**<http://www.careernet.state.md.us/poac/poac.html>**

The POAC was developed by the Division of Employment and Training in partnership with the Maryland Job Service Employers Committees (JSEC), the Workforce Investment Board (WIB) and the Workforce Investment Areas. The Center was established to meet the needs of mid-level management, technical and professional dislocated workers. The facility is designed to provide the professional, managerial and technical persons with outplacement services similar to those received by senior management through private outplacement firms.

**Services Available**

Professional Staff  
Jump Start  
Assessment Reference Library  
Computer Resource Lab  
Workshops/Seminars  
Peer Training & Counseling  
Telephone/Work Stations  
Distance Learning Lab

POAC  
7060 Oakland Mills Road, Columbia, Maryland 21046  
Voice: (410) 312-5090  
Fax: (410) 312-5091  
e-mail: [poac@careernet.state.md.us](mailto:poac@careernet.state.md.us)